

**ATTACHMENT FOUR**  
**DOIM GENERAL INFORMATION**  
**TO**  
**INTERSERVICE SUPPORT AGREEMENT W26AAA-**  
**BETWEEN**  
**US ARMY GARRISON FORT BELVOIR (USAGFB) (SUPPLIER)**  
**AND**  
**() (CUSTOMER)**

The Fort Belvoir-DOIM will provide IT/IM services to Customer on reimbursable basis. Specific costs associated for these services are identified in DOIM Customer Service Bills that are prepared each Fiscal Year. Common level of support services are 100% reimbursable and organizations will continue funding until such time as the Army provides direct funding to the installation for IM/IT services.

**Supporting Roles and Responsibilities:**

Customer will have a designated IMO appointed in writing. The IMO will serve as Customer's primary point of contact (POC) responsible for providing technical direction, advice and coordination of all IT/IM functions for that activity and coordinating these efforts with the Fort Belvoir-DOIM. Customer's users must complete Information Assurance User Training (IAUT), prior to being issued a user account. In addition, this training must be accomplished annually, in order to prevent user account from being disabled. For those who have an AKO account use the Fort Belvoir-DOIM IAUT website <https://iaut.mdw.army.mil>. For those who do not have an AKO account you may use your own internal training program to accomplish this requirement.

Customer and the Fort Belvoir-DOIM must comply with DOD INFOCON guidance and execution. Each must identify interconnected systems; plan joint procedures to follow at each INFOCON level; execute the procedures as directed; and report as directed. It is also very important for each connecting customer to understand the various levels of INFOCON protection; it may become necessary for the Fort Belvoir-DOIM to sever a customer's connection to the NIPRNET or SIPRNET due to critical information system threats and attacks. The Fort Belvoir-DOIM will send notices to a designated distribution list when there are scheduled ITN outages. Customers will complete the POC list below and update the list as personnel changes dictate. In the event of extended outages, notification will be made in the form of phone, voicemail or fax. For network status, Customers can call the Enterprise IT Help Desk at (703) 704-1644.

Continuity of Operations Plan (COOP) Support – the Fort Belvoir-DOIM will provide technical and functional assistance in the development, implementation, and management of Customer's Information Technology/Information Management (IT/IM) COOP.

Response Times - Fort Belvoir-DOIM core business hours of operations for services are 0700-1630 Monday through Friday. Non-core business hours of operation are 1630-0700, weekends, holidays and base closures.

**Core Business Hours - Monday – Friday**

Urgent - 2 hour response – Worked until resolved  
Critical Application/Network down  
Critical Mission Stopped  
VIP's/Many Users Impacted

High - 4 hour response – Worked until resolved  
Application/Network Impacted

Mission/Network Impacted  
Some Affected/Few Users Impacted

Medium - 8 hour response – Next Business Day  
Application/Network Impacted  
Mission Impacted  
Single User Impacted  
**Non-Core Business Hours** – Nights, Weekends and Holidays

Urgent - 2 hour response – Worked Until Resolved  
Critical Application/Network Down  
Critical Mission Stopped  
VIPs/Many Users Impacted

High - Next Business Day  
Application/Network Impacted  
Mission/Network Impacted  
Some Affected/Few Users Impacted

Medium - Next Business Day  
Application/Network Impacted  
Mission Impacted  
Single User Impacted

#### **Service Turn Around Times**

New Account Creation Fort Belvoir (DOIM) FM 26 Jan 07 (Rev)  
SIPRNET Accounts - Next Business Day  
NIPRNET Accounts -2 Business days  
TSACS Account - 3 -5 Business Days  
VPN (NIPRNET) - 5 Business Days  
Cell Phones/Blackberry/Pagers - 3 Business Days  
Phone Service/Voicemail - 2-3 Business Days

#### **Escalation Process during Core Business Hours**

Initially, customers must contact the Enterprise Information Technology (IT) help desk at (703) 704-1644 for all technical issues.

If no response is received within the standard response timeframes, customers should contact the Enterprise IT help desk Manager at (703) 704-2469.

If no response is received within 8 hours of contacting the Enterprise IT help desk manager, customers should contact the Fort Belvoir-DOIM IT Systems Support Division Chief at (703) 704-2517.

If no response is received within four hours of contacting the Fort Belvoir-DOIM IT System Support Division Chief, customers should escalate the issue to the Fort Belvoir-DOIM, Director at (703) 704-1590.

Customer will provide security, budget, technical and emergency 24 X 7 POCs that will work closely with the Fort Belvoir-DOIM.

The Fort Belvoir-DOIM uses e-mail for notices and WEB pages for disseminating information. Personnel selected to fill POC roles shall be familiar with e-mail and WEB pages. The four POCs can be assigned to a single individual.

Security POC (SPOC) will be responsible for information system related security procedures. That individual will:

Monitor local compliance with DOD security procedures; implement access management and other security related functions within the scope of their assigned authorities.

Report actual or suspected security deviations to the Fort Belvoir-DOIM Network Security Officer (NSO): email (network@conus.army.mil ), and assist the NSO with resolution of security issues.

Budget POC (BUDPOC) will assist in providing reimbursement for all services supplied by the Fort Belvoir-DOIM.

Technical POC (TPOC) will assist in troubleshooting and local servicing of calls, and technical advice to users on ITN capabilities and upgrades.

24 X 7 Emergency POC (EPOC) will assist in emergency after-hour issues that may arise.

The following Customer POCs are identified:

**Security POC:**

Name:

Phone:

Email address:

**Budget POC:**

Name:

Phone:

E-mail address:

**Technical POC:**

Name:

Phone:

E-mail address:

**Emergency POC: 24/7**

Name:

Phone:

Non-Duty Hours Phone: